5 FAH-2 H-620
NON-SECURE CIRCUITS

(TL:TEL-1; 07-01-1998)

5 FAH-2 H-621 MAINTENANCE

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

Nonsecure telephone equipment must be procured, installed and maintained in accordance with security standards appropriate to the technical threat level of the post. Specific maintenance procedures depend on the type of telephone system and level of training of IPC staff. All overseas posts should follow the general guidelines below and develop specific procedures unique to post needs.

(1) Document post procedures, update the PBX programming records and keep them on file in the IPC.

(2) Swap defective components immediately with operable spares and send defective components to A/LM/OPS/MAT-CSEA for repair and return.

(3) Stock enough spare components to keep the system continually and fully operational. This means at least one spare for each unique telephone item in post's inventory and multiple spares for a larger volume of like items.

(4) Update the Worldwide Property Accountability System (WPAS) inventory when parts are sent to the Department for repair and when replacements are received at post.

(5) Instruct users in the capabilities of their telephone sets to improve the efficiency of their operations.

(6) Maintain the operational status of call accounting systems, if used.

5 FAH-2 H-621.1 Controlled Access Areas

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The following security standards govern the maintenance and daily operations of telephone equipment and circuitry located inside Controlled Access Areas (CAAs) of all Department facilities, regardless of threat level. See 12 FAH-6 *OSPB Security Standards and Policy Handbook* for additional, threat-specific security standards.

(1) Only top secret-cleared U.S. citizens may maintain telephones used in CAAs.

(2) Instruments used in CAAs must be TSG approved or installed with TSG approved disconnect devices.

(3) The post Counter-Intelligence Working Group (CIWG) must approve private or direct outside lines that are not administered through a PBX. Such telephones must be installed with a TSG approved disconnect at the point of telephone wire entry into the CAA.

(4) Telephone equipment for CAAs must be transported to site by secure transport under 24-hour control of secret-cleared U.S. citizens or by appropriate U.S. Government approved technical means and seal. Store equipment in CAAs within a locked and alarmed area or place equipment in secure storage protected by a cleared U.S. presence on a 24-hour basis.

(5) DS prohibits nonsecure cellular telephones and convenience telephone accessories, such as speaker phones, cordless telephones, and stand-alone answering machines.

(6) DS and IRM must approve optional features of a PBX, such as voice mail, auto attendant, and call distribution, prior to implementation.

(7) PBX and Main Distribution Frames (MDFs) for telephones installed inside a CAA must be located in a CAA or within a locked and alarmed room.

(8) The IPO must control access to IDFs that support telephone instruments or circuits in the CAA.

5 FAH-2 H-621.2 Outside Controlled Access Areas

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

Unescorted FSNs may repair and maintain telephone circuitry and instruments located outside CAAs. However, FSN access to the PBX and MDF may be either prohibited or limited to escorted access. Consult post's RSO and/or 12 FAH-6 *OSPB Security Standards and Policy Handbook* and follow telephone security regulations which correspond to your post's threat level.

5 FAH-2 H-621.3 Remote Maintenance Restrictions

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. Remote maintenance capability allows a remote site to access local PBX software and perform maintenance diagnostics and programming

functions. When not in service the remote maintenance port of post's PBX should be physically disconnected from any interface that could provide a signal path from the PBX to the public switched network (PSN).

b. The IPO should be familiar with the post's PBX remote maintenance capability. Remote maintenance is a last resort measure to restore a PBX to service. If the IPO wants to exercise this option, consult the RIMC telephone technician or IRM/OPS/ITI/TWD/FPT to ensure compliance with TSG standard #2 paragraph 4c.

5 FAH-2 H-621.4 Direct Inward System Access (DISA)

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The IPO must disable the DISA feature of PBX programming. If uncertain about how to disable this feature or confirm that it is disabled, consult the area RIMC or IRM/OPS/ITI/TWD/FPT.

5 FAH-2 H-622 CALL ACCOUNTING

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. A call accounting system is an effective method to track recurring calling patterns, to ensure that users comply with policies for placing official calls and to determine costs of calls. The IPO must safeguard detailed call accounting information and disseminate on a need to know basis according to 12 FAH-6 *OSPB Security Standards and PolicyHandbook*.

b. Post management and the ranking IRM officer determine post's need for a call accounting system. The IRM officer should consult the RIMC to decide which type of call accounting system to procure and for current vendor information.

5 FAH-2 H-623 PROCUREMENT

5 FAH-2 H-623.1 PBX

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The senior IRM officer at post consults with the RIMC and post management to decide when to replace a PBX. The IRM officer submits the formal request for funding the PBX in the IRM Section of post's Mission Performance Plan. The request must include estimates for the total cost of the equipment and installation and address the justification criteria below:

(1) capacity of current PBX for expansion with regard to a projected increase in the number of users, instruments or telephone lines;

(2) age, reliability of equipment, availability of spare parts;

(3) a change in security standards applied to post;

(4) change in business needs linked to the Department's regional bureaus or post's mission; and

(5) measurable improvement in efficiency of a new system over an existing system, i.e., automated functions to replace human resource requirements.

5 FAH-2 H-623.2 Joint Planning Process

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. The Joint Planning Process (JPP) is a Department-wide methodology for prioritizing IT projects, including overseas telephone and radio systems. Funding is arranged on a case-by-case basis for telephone projects that are ranked high on the final prioritized list.

b. Executive directors of the regional bureaus analyze the justification supplied in the IRM section of posts' Mission Performance Plans and negotiate to prioritize IT projects. At the conclusion of extensive negotiation sessions the prioritized list is submitted to the Under Secretary for Management, who decides which projects will be funded. Contact the bureau executive director for more information regarding the JPP and the status of post requests.

c. After M approves the final list of prioritized telephone projects and funding has been identified, IRM/OPS/ITI/TWD/FPT (IT Infrastructure, Telecommunications Wireless and Data Services Division, Foreign Posts Telephone Branch) will organize a needs assessment survey conducted by RIMC and FPT representatives in consultation with post management and the ranking IRM officer. FPT will then coordinate the procurement, shipment, inventory and installation of the new system with RIMC and post's IRM officer.

5 FAH-2 H-623.3 Supplemental Components

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

Post must fund call accounting systems, telephone sets, replacement circuit cards, PBX expansion cards and other supplemental telephone components. Coordinate all procurement requests with RIMC and IRM/OPS/ITI/TWD/FPT. RIMC will ensure that supplemental components

are compatible with post's telephone system and advise if the Department provides maintenance support for proposed purchases. A/LM will track the purchase order from the Department side through receipt at post and ensure that items are properly bar-coded and sent to post through the appropriate pouch channels.

5 FAH-2 H-624 THROUGH H-629 UNASSIGNED